

OBSERVATION REPORT #108

KPMG Consulting observed several instances of orders submitted via EDI that did not flow through in accordance with Verizon documentation.¹

Issue

KPMG Consulting compared the expected flow through level of orders with reports provided by Verizon that show the actual flow through level of those same orders. The following table lists a sample of PONs for orders that KPMG Consulting expected to flow through at level 5 but did not according to Verizon's flow through indicators.

Issue	PON	VER	Order Sent	Order Confirmed	Scenario
1	001011NN0X000016	AA	10/25/00 12:08	10/25/00 14:53	Resale; Migrate as is with Minor Changes
2	001011NN0X000017	AA	10/25/00 12:11	10/25/00 14:58	Resale; Migrate as is with Minor Changes
3	001011NN0X000018	AA	10/25/00 12:19	10/25/00 14:58	Resale; Migrate as is with Minor Changes
4	001021NN0X000003	AA	10/24/01 17:03	10/25/00 8:09	Resale; Migrate as is with Minor Changes
5	001031NN0X000004	AA	9/28/01 9:56	9/28/01 16:39	Resale; Migrate as is of a Multi-Line Account
6	001031NN0X020005	AA	10/10/00 10:59	10/11/00 10:52	Resale; Migrate as is of a Multi-Line Account
7	002121NN0X000010	AA	10/18/00 16:14	10/19/00 15:42	UNE-P; Migrate as Specified of a Multi-Line Account
8	002121NN0X000013	AA	10/18/00 16:42	10/19/00 18:01	UNE-P; Migrate as Specified of a Multi-Line Account
9	018021NN0X000004	AA	9/28/00 14:25	9/29/00 9:46	UNE-P; Partial Migration
10	018021NN0X000005	AA	10/4/00 14:43	10/5/00 12:03	UNE-P; Partial Migration

Assessment

Inaccurate or incomplete flow through processing or flow through documentation may impede a CLEC's ability to anticipate the confirmation of service orders.

¹ Documents include: *Flow Through Ordering Scenarios Documents* (August 17, 2000 & October 3, 2000), *Resale USOC In-Scope Document* (June 17, 2000), and *Platform USOC In-Scope Document* (July 18, 2000)

This observation report is for discussion purposes only and is subject to change without notice.